



State of Louisiana
Department of Revenue

July 10, 2008

Addendum Number 1

Your reference is invited to Request for Proposals for Image Conversion Services for the Louisiana Department of Revenue, File number 440000106137, scheduled to open at 4:00 PM July 30, 2008.

PAGE 16, PART III PROPOSAL ELEMENTS, SECTION 3.2 TECHNICAL NOW READS:

3.2 Technical

Each Proposer should address how the firm will meet all the requirements of this RFP. , with particular attention to:

- Plans and/or estimated schedule for the full conversion effort,
- Summary description of the conversion process to be utilized. Estimated timings for the conversion of 2X, 4X, and 8X volumes should be included,
- Estimated level of involvement of LDR personnel,
- Resumes for account manager and any other key personnel to be assigned to this project, including those of subcontractors, if any.
- References for at least three states, government agencies, or private firms for whom similar or larger scope services have been provided. Include a contact person, email address, and telephone number for each reference.
- Information demonstrating the Proposer's financial stability (financial statements, annual reports, or similar data for the last three years).
- Information demonstrating the Proposer's understanding of the nature and scope of this project.

Note that each proposal must include a DVD of converted images created by the proposer's proposed solution for all images contained on the sample optical platter given to the proposer at the pre-proposal conference. The sample optical platter must also be returned. Appendix C contains information describing OAM's object directory table and the record description of the flat file containing the extracted rows from the

Contributing to a better quality of life.

object directory table. The sample optical platter will contain images of documents that each proposer must convert for return on DVD along with their proposal. The converted images will be reviewed and scored in the technical evaluation process. Failure to provide this DVD shall cause the proposal to be disqualified.

The proposal should include any other information deemed pertinent by the Proposer including terms and conditions which the Proposer wishes the State to consider. In no event shall a proposer submit its own standard contract terms and conditions as a response to this RFP. The proposer should address the specific language in the sample contract and submit with its proposal with any exceptions or exact contract deviations that its firm wishes to negotiate. The terms for this document may be negotiated as part of the negotiation process with the exception of contract provisions that are non-negotiable.

THIS SECTION IS HEREBY CHANGED TO READ:

Each Proposer should address how the firm will meet all the requirements of this RFP. , with particular attention to:

- Plans and/or estimated schedule for the full conversion effort,
- Summary description of the conversion process to be utilized. Estimated timings for the conversion of 2X, 4X, and 8X volumes should be included,
- Estimated level of involvement of LDR personnel,
- Resumes for account manager and any other key personnel to be assigned to this project, including those of subcontractors, if any.
- References for at least three states, government agencies, or private firms for whom similar or larger scope services have been provided. Include a contact person, email address, and telephone number for each reference.
- Information demonstrating the Proposer's financial stability (financial statements, annual reports, or similar data for the last three years).
- Information demonstrating the Proposer's understanding of the nature and scope of this project.

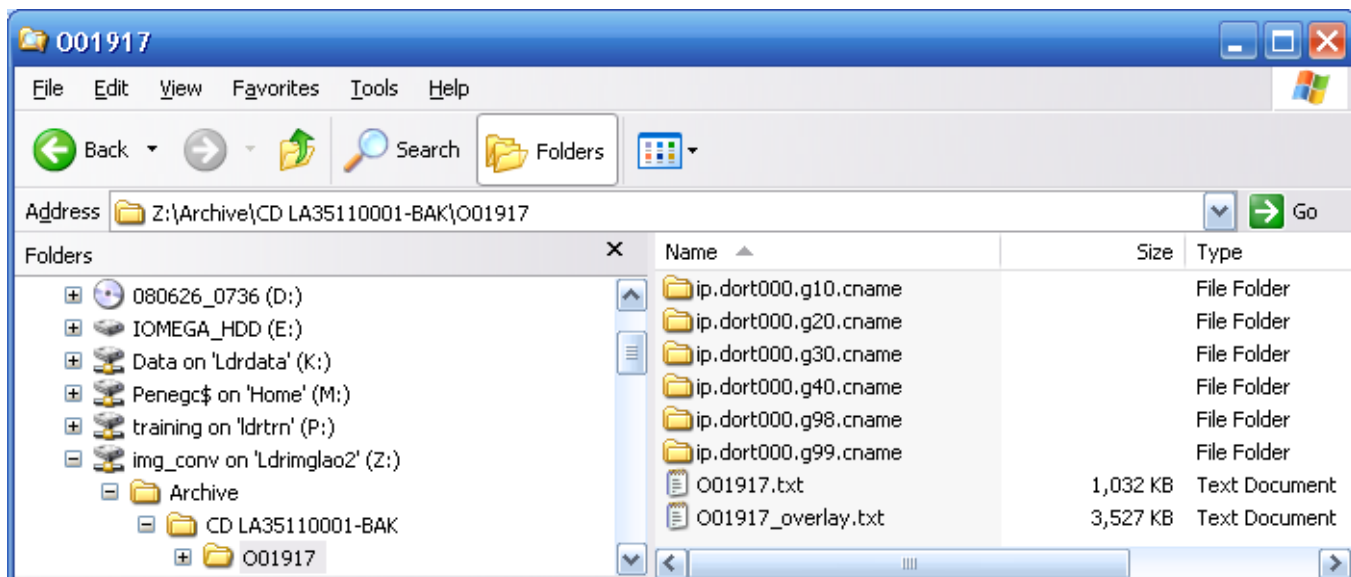
Note that each proposal must include a DVD of converted images created by the proposer's proposed solution for all images contained on the sample optical platter given to the proposer at the pre-proposal conference. The sample optical platter must also be returned. Appendix C contains information describing OAM's object directory table and the record description of the flat file containing the extracted rows from the object directory table. The sample optical platter will contain images of documents that each proposer must convert for return on DVD along with their proposal. The converted images will be reviewed and scored in the technical evaluation process. Failure to provide this DVD shall cause the proposal to be disqualified.

The DVD of converted images that is to be returned with each proposal response should be created as follows:

INSTRUCTIONS FOR CREATING THE DVD

- Create a directory folder. The folder name must be the same as the serial number of the optical volume from which the images were retrieved.
- Within the directory folder described above, create:
 - Another directory folder named “ip.dort000.g99.cname”. Within this directory, place all of the converted images. Each image is to be a separate .tif file and named exactly the same as the object name extracted from the MO:DCA header.
 - A file with information about the images. The file is to have the following naming convention “platter” .txt where “platter” is the optical volume from which the images were retrieved. Each record in the file is to contain the volume, the name of the directory on the DVD in which the image is stored, the object name extracted from the MO:DCA header, and total number of pages in the image, all bar delimited. Ex:
001917|ip.dort000.g98.cname|b051201.b42118.m924551o.fdmpp01.ibx|4
 - A second file containing information about the overlays associated with each page of an image. The file is to have the following naming convention “platter”_overlay.txt where “platter” is the optical volume from which the images were retrieved. Each record in the file is to contain the object name extracted from the MO:DCA header, page number, and overlay name for the page extracted from the MO:DCA header, all bar delimited. If no overlay was present for the current page then the string “No Overlay Present” would substitute for the overlay name. Ex:
b051201.b42118.m924551o.fdmpp01.ibx|001|SOST4401
b051201.b42118.m924551o.fdmpp01.ibx|002|SOST4402
b051201.b42118.m924551o.fdmpp01.ibx|003|No Overlay Present
b051201.b42118.m924551o.fdmpp01.ibx|004|No Overlay Present

An Explorer view of the DVD should look similar to the following



The proposal should include any other information deemed pertinent by the Proposer including terms and conditions which the Proposer wishes the State to consider. In no event shall a proposer submit its own standard contract terms and conditions as a response to this RFP. The proposer should address the specific language in the sample contract and submit with its proposal with any exceptions or exact contract deviations that its firm wishes to negotiate. The

terms for this document may be negotiated as part of the negotiation process with the exception of contract provisions that are non-negotiable.

ATTACHED ARE RESPONSES TO INQUIRIES RECEIVED DURING THE INQUIRY PERIOD.

1 – If the proposal responder can address all of the data security requirements as identified by the IRS and the State, then will the State consider a proposal for offsite conversion services which meet or exceed those security requirements?

Response: *Yes. It is recommended that the vendor submit a proposal that meets the requirements of the RFP and an alternate proposal for an offsite conversion. There is no need to submit 2 DVD's of converted images. The proposal for offsite conversion services should include enough detail to describe the security in place so that the State can determine if the requirements outlined in IRS Publication 1075 have been met. The vendor will be responsible for the shipping of backup platters to and from their offsite location. The proposal must also describe how the vendor will provide point-to-point secured delivery of the platters. The backup platters contain many images that are no longer active. The proposal must detail the method to be used for determining which images are still active and outline the responsibilities of both the vendor and the State in making that determination. For pricing purposes, the following price proposal format should be used for the offsite conversion proposal:*

Deliverable Description	Number of Optical Volumes	Cost per Volume	Extended Cost
Conversion of 2X platters	12		
Conversion of 4X platters	229		
Conversion of 8X platters	1071		
Total Cost			

The total cost will be used in the financial evaluation of offsite conversion proposals.

2 – Part II, 2.1 Scope of Work/Services - Do we need to perform an overlay process to combine the PTOCA images with their associated overlay images? If so, can you provide us with a complete overlay library in TIFF format with the correct resolution?

Response: *Combining of PTOCA images with their associated overlay images is not required. The combination will occur as the converted images are loaded into the GenTax imaging component.*

3 – Part II, 2.2 Period of Agreement - The RFP states that the contract shall be in effect from July 1, 2008 to December 31, 2008, and the State has the right to extend the contract for up to 3 years. Page 3 of the RFP states that the project will start September 3, 2008. If the contract starts September 3, 2008, we would request that the project extend past December 31, 2008.

Response: *The actual contract start and end dates will be determined during the contract negotiation period.*

4 – Attachment III Contract Personnel and other Resources, 3.0 Network Connectivity - Describes network connectivity. Can we get further definition of how the contractor will connect to the State's network? Can we have remote connectivity via VPN?

Response: *Remote connectivity would be via VPN.*

5 – Attachment IV State Furnished Resources, 3.0 Functional Staff - Outlines that the State will provide 3 technical and 2 functional employees, all at 25% manpower. Will these resources be dedicated to management of an on-site conversion? (e.g., loading platters into conversion hardware, removing when complete, etc.). If not, will the State provide labor to handle this job function, or should the contractor include this cost in the price per platter?

Response: *The resources will be subject matter experts to assist with any questions relating to hardware, zOS, DB2, and ImagePlus or other software components that interact with ImagePlus, and Computer Operations staff that will be available to load and remove platters. Computer Operations staff will be available Monday through Friday from 6:00 am until 5:30 pm. Exclusive of State holidays. Proposers must develop their project timelines with this Operations staff availability in mind as Contractor staff will not be allowed in the Data Center facility beyond these times.*

6 – Attachment II, Hardware/Software Environment - If additional IBM system-related hardware is needed to meet the mutually agreed upon project schedule, will the State purchase the equipment, or shall the contractor?

Response: *It is preferred that the solution operate within the current LDR environment outlined within the RFP. The Contractor will be responsible for purchasing additional equipment along with any software or services needed to make the equipment operational within the LDR environment. For informational purposes, the following list describes the current version of ImagePlus and related software as of March, 2008:*

Product	Version	PUT Level (Approx)
ACF/NCP	7.6	PUT9807
IODM	3.1	PUT9807
IPFAF Folder & Workflow appl	3.1	PUT9807
IPFAF Doc Svcs API	3.1	PUT9807
Application Prog. Interface	3.1	PUT9807
OnDemand	1.1.5	N/A
COBOL Alt Function	V3.3	N/A
CICSTS OS/390	1.3	PUT0212
DB2 UDB for OS/390	7.1	PUT0207
Z/OS	1.4	PUT0407 + DST mnt
JES328X	V1.2	N/A

7 –Off site vs. On site conversion. Will “off-site conversion” proposals be considered? Will the off site proposal be graded down and if so how much? We are unclear on the reason for the on site requirement if we would be working with a “back up” copy of the optical platters anyway. We have all hardware required for the conversion in our Dallas production facility

Response: *Off-site conversion proposals will be considered. Please see the response to question #1 for more information. The preference is to have the conversion performed on-site due to:*

- the fact that federal and state tax information is contained within the images to be converted,*
- DB2 tables identifying which images are “active” are accessible through the LDR network, and*
- the volume of backup platters to be transported to and from the Contractor’s facilities.*

Each proposal will be evaluated based on its content, therefore LDR cannot give a quantitative measurement of how much a proposal will be graded down, if any, until the proposal is evaluated.

8 – Will the DOR (or Dept of Transportation facility) allow 24 hour access to the space provided for conversion work?

Response: *The Department of Revenue’s mainframe computer and servers are housed at the Department of Public Safety’s data center. The data center and the headquarters building are connected by a high speed State MAN. Access to the DPS data center will be available only when LDR Operations staff is on duty (see response to question #5). 24 hour access to LDR’s headquarters building could be provided.*

9 – Would remote access to the DOT facility be allowed and provided?

Response: *Remote access to the LDR network, of which servers and the IBM mainframe are a part of, can be provided through a VPN connection.*

10 – How much space in the DOT facility will be provided for ACS on site operation? Would it be enough for 4 people or more?

Response: *Space in the LDR headquarters or the DPS data center would be provided for as many Contractor resources as necessary.*

11 – Would the DOR allow access to their existing jukebox or image retrieval system for the conversion effort?

Response: Yes.

12 – Will the ImagePlus system be retired after the active documents are converted from it? If so, what is the Department's target retirement date?

Response: *Yes, the ImagePlus system will be retired. The Department does not have a target date at this time.*

13 – What is the maximum rate of ingestion (in terms of documents or gigabytes per hour, per day, or other metric) that converted documents can be loaded into the Gentax image storage component?

Response: *The maximum rate is unknown at this time. However, 50,000 multi-page images from our capture system have been loaded in a single day without any system degradation.*

14 – Approximately what percentage of the active documents in the ImagePlus system are MO:DCA and what percentage is PTOCA?

Response: *Of the 42,500,000 active images, 36.5% or 15,500,000 are PTOCA documents. The remaining documents are MO:DCA.*

15 – What is the Department's ideal or hopeful completion date for the project?

Response: *The Department would like to have all images converted by June 30, 2009.*

16 – Are the documents on the sample optical representative of the entire active document collection in terms of the ratio of MO:DCA to PTOCA format?

Response: *No. See response to question 14.*

17 – Are the documents on the sample optical representative of the entire active document collection in terms of the types of coded data images contained in the PTOCA objects?

Response: *No. The documents on the sample optical platter were captured during a brief time period. Forms change over time and with each form change a new overlay is required. There are currently 402 different overlays stored in the ImagePlus system.*

FOLLOWING IS THE LIST OF FIRMS ATTENDED THE MANDATORY PRE-PROPOSAL CONFERENCE

Data Strategies, Inc.
The Windward Group
Document Logistics
IBM
HOV Services
DocuData
National Business Systems, Inc.
ACS Gov't Records Services
IKON

This addendum is hereby officially made a part of this referenced request for proposal.

